
ISO 9001 Registration Project Schedule

Apr '97	Center approval of QMS
Dec '97	Center procedures complete
Mar '98	Directorate procedures complete
Sep '98	Work instructions complete
Oct '98	Final revision to QMS
Dec '98	Complete first self-audit
Dec '98	Complete pre-certification audit
Apr '99	Certification audit

Questions?

For general questions about the QMS or ISO 9001, you can start with the frequently asked questions (FAQs) on the ISO 9001 web site. If your question isn't answered there, drop a line to the ISO 9001 Registration Project via the Submit Comments/Questions link and we'll get back to you.

If you have questions about your local organization's implementation of the Quality Management System or ISO 9001 certification, your supervisor is the first point of contact for answers.

Each organization has designated a QMS Representative who can be contacted about Center or Directorate level questions:

100	Lynette Harrington	6-5298
200	Tom White	6-5733
300	Harold Mitchell	6-5628
400	John Oberright	6-9455
500	Mitch Brown	6-8776
600	Roger Dilling	6-6412
700	Jim Gatlin	6-6680
800	Jerry Morris	7-1003
900	Jack Richards	6-7250

The Center's executive management representative for the QMS and ISO 9001 Certification is Arthur Fuchs.

This guide is intended to help GSFC employees understand and prepare for the Center's Certification to the ISO 9001 Standard. Comments or questions regarding it may be sent to the ISO 9001 Registration Project via the web site or by regular mail to the Associate Director of Flight Assurance, Code 300.

February 1998



National Aeronautics and
Space Administration

Goddard Space Flight Center
Greenbelt, MD 20771

GODDARD SPACE FLIGHT CENTER

Quality Management System

<http://arioch.gsfc.nasa.gov/iso9000/index.htm>

ISO 9001 CERTIFICATION GUIDE



The GSFC Quality Management System (QMS) is the set of Center policies and procedures developed to meet the certification requirements for ISO 9001.

Please review this brochure and familiarize yourself with the GSFC Scope of Certification and the Quality Policy. Both of these and much more information is available on the QMS/ISO 9001 web site, which is linked to the GSFC homepage.

GSFC Scope of Certification

See the ISO 9001/QMS web site for the full statement of the Center's Scope. The GSFC QMS covers the products resulting from the following five major Center processes:

- Science Enabling
- Systems Development
- Program/Project Management
- Technology Enabling
- Mission Operations

GSFC Quality Policy

With Customer Satisfaction As Our Primary Goal, We Will

- Strive for Excellence In All Our Operations
- Continue To Seek Improvements At All Levels
- Maintain A Workplace Where Pride Of Workmanship is a Hallmark
- Serve As A Leader In The Nation's Exploration Of Space Through A Commitment To Quality

General Information

Adopted by the International Organization for Standardization, ISO 9000 is a set of standards and guidelines that define the requirements for an effective quality system. NASA has taken the lead in pursuing certification to the ISO 9001 Standard.

ISO 9001 is a process of documenting what we do to make quality products. Certification confirms to us and our customers that we have pro-

cedures in place and that we follow them. It also provides a means to improve ourselves.

Documentation can take many forms: flow charts, check lists, test instructions, assembly drawings, work orders, and others. It can be simple or complex, depending on the work and on the qualifications and training of the people.

Audit processes assure us that procedures are there for our work and that we are following them. When participating in an audit, a common sense approach will make it a productive experience for workers, auditors and the Center.

Whether the auditors are our own internal audit people or the external ISO 9001 certification auditors, it is essential that everyone is prepared to address the auditor's questions in a professional manner. The auditors will ask two basic questions: "What do you do?" and, "Do you have instructions that tell you how to do your work?" Employees need the answers to both if we are to be successful in pursuing ISO 9001 certification.

ISO 9001 Elements

ISO 9001 contains a list of 20 elements with requirements that the Center must meet to be certified by an ISO 9000 registrar. A concise explanation of the requirements can be found in the Mini-Guide to ISO 900, which can be obtained from the ISO Registration Project Office.

- 4.1 Management Responsibility
- 4.2 Quality System
- 4.3 Contract Review
- 4.4 Design Control
- 4.5 Document and Data Control
- 4.6 Purchasing

- 4.7 Control of Customer-Supplied Product
- 4.8 Product Identification and Traceability
- 4.9 Process Control
- 4.10 Inspection and Test
- 4.11 Control of Inspection, Measuring and Test Equipment
- 4.12 Inspection and Test Status
- 4.13 Control of Nonconforming Product
- 4.14 Corrective and Preventive Action
- 4.15 Handling, Storage, Packaging, Preservation and Delivery
- 4.16 Control of Quality Records
- 4.17 Internal Quality Audits
- 4.18 Training
- 4.19 Servicing
- 4.20 Statistical Techniques

ISO 9001 Certification is a continuing activity that takes the active commitment and participation of all the Center's employees. Get involved. Stay informed.

Employees Should:

- Know GSFC's Quality Policy.
- Know the Center's QMS Management Representative: Art Fuchs.
- Know your job responsibilities.
- Know what your job qualifications are.
- Know where to find policies and procedures.
- Know what work instructions apply to your job and where they are located.
- Know what to do if you find nonconforming products or services.
- Know how to use the corrective action system.
- Answer questions about the QMS only with known information.
- Answer "I don't know" when asked a question for which you don't know the answer.